

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**SECURITY GUARD
PARKS, RECREATION AND CULTURAL ARTS DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs routine, nighttime security work involved in safeguarding City parks, pools and related facilities. Employee reports to a Program Supervisor, Recreation Center Director and/or Pool Manager.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is primarily responsible for performing routine, nighttime security work and patrolling an assigned area to safeguard City parks, pool and related facilities. Work also involves reporting unusual situations to designated authorities or officials. Work is performed according to standard procedures, but the employee is expected to exercise some independent judgment, discretion, and initiative in completing assignments and handling public contact situations requiring considerable tact and knowledge of applicable policies, procedures and programs. Work is performed under general supervision of a Program Supervisor, Recreation Center Director and/or Pool Manager, and is evaluated through observation and review of work completed.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Patrols assigned areas on foot to maintain order and safeguard City parks, pools and related facilities.

Provides courteous responses to questions from customers and the general public.

Reports any unusual conditions or occurrences to designated authorities or officials.

ADDITIONAL JOB FUNCTIONS

Performs related work as required.

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KNOWLEDGE, SKILLS AND ABILITIES

Working knowledge of basic security practices and principles.
Some knowledge of various City park locations and general functions.
Ability to understand and carry out oral and written instructions.
Ability to follow a prescribed route in making rounds and patrolling assigned areas.
Ability to stand and walk for long periods of time.
Ability to see and hear adequately and to notice unusual conditions.
Ability to acquire knowledge of the rules and regulations related to departmental and/or divisional policies and procedures within a reasonable training period.
Ability to deal tactfully and effectively with City employees and the general public.

MINIMUM EXPERIENCE AND TRAINING

Graduation from high school, and 1 to 2 years experience in the supervision or security of a facility; and/or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 3

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Non-Exempt